



IDDEAS Advisory Council (IAC)

Public Meeting


July 30, 2024

Agenda Item

Time

- | | |
|--|-------------|
| • Welcome and Meeting Overview | 1:00 – 1:10 |
| • Update on virtual security measures | 1:10 – 1:15 |
| • Member Spotlight: Chris Patton | 1:15 – 1:20 |
| • Public Comment | 1:20 – 1:25 |
| • Break | 1:25 – 1:30 |
| • Presentation: Landlord and Builder Assessment (The Kelsey) | 1:30 – 2:05 |
| • Advisory Council Q&A | 2:05 – 2:30 |

At 2:30, the IDDEAS Advisory Council will adjourn, and we will hold a 30 minute community forum. Members of the public are invited to come and discuss the landlord and builder assessment, and do not require signing up beforehand.



Intellectual and Developmental Disability Equitable Access to Services (IDDEAS)

Mission: IDDEAS partners with the community to manage local taxpayer dollars dedicated for Denver residents with intellectual and developmental disabilities.

Vision: We strive to make Denver an inclusive community where people with I/DD feel welcome, valued and empowered to live the lives they envision for themselves

IDDEAS Advisory Council (IAC) is comprised of Denver residents with lived experienced with I/DD. The IAC meets monthly to discuss all sorts of topics relevant to Denver residents with intellectual and developmental disabilities. Using community feedback, individual knowledge, and expert presentations, the council provides recommendations to Denver Human Services about the best way to prioritize funds and programs.

Public Comment

- IAC meetings are open to the public!
- Every meeting we hold space for public comment. To sign up for public comment, email IDDEAS@denvergov.org or go to our [online public comment form](#) by 1:00 pm the day before the IAC meeting.
- If you need help accessing or filling out the form, reach out by email or text/call 303-551-4305.
- Public commentators will be allotted 2.5 minutes to make comment related to either an agenda topic **or** a separate topic that has been pre-approved by either of the IAC co-chairs. All public comments are recorded within our minutes and recordings.
- Outside of public comment, discussion and engagement is reserved for members of the advisory council, DHS staff, and guest presenters. **All guests are asked to observe on mute.**

IDDEAS Advisory Council Meeting Expectations

 Please be respectful of everyone attending the meeting.

 Mute yourself, raise your hand, and unmute to speak. Introduce yourself to speak.

 Stay on topic.

 All meetings are public and recorded. Chats are posted publicly as well.

 Votes will happen in the chat. Ensure that chat is set to “everyone”.

 Please remain safe during meetings.

 Have fun!

Special Welcome

Clint Woodruff,
Denver Human
Services Chief
Financial Officer



Mimi Scheuermann,
Denver Human Services
Chief Operating Officer





Update on Virtual Security Measures

Due to the events at the June 25th Advisory Council meeting, we have revised our procedures to better protect our guests and their voices.

1. All guests must register beforehand. Registration links will be posted on [our website](#).
2. We will be using Zoom Webinar; only council members and presenters will be able to speak, use the chat, and share their screen throughout the meeting.
3. We will no longer allow the use of AI or third party software in the Zoom meetings.
4. Only panelists (council members, DHS staff, and presenters) will be able to unmute, show video, and chat. Guests can request to come off mute during public comment by raising their hand. Only hosts will share screens.
5. Only United States IP addresses will be allowed into meetings.

Minutes

- Review 06/25/2024 meeting minutes
- Any requested changes?
- Potential action item: vote to approve minutes
 - Motion to approve [with revisions]?
 - Second?
 - Vote in chat (all voting members to respond: Yes, No, or Abstain)





Council Member Spotlight

In hopes of promoting connection, access, and a sense of community, we're going to try something new thanks to a suggestion from Brian! During this time, one council member will be featured to tell their story, share their history and experience, and express themselves to better connect with the rest of the council.

July 2024: Chris Patton

Public Comment



Anyone interested in public comment must have signed up beforehand. If you have not signed up but would like to speak, please email IDDEAS@denvergov.org to sign up for our next meeting!



We ask anyone making a public comment to state:

- Your name and any organizational affiliation
- Whether you are a Denver resident
- Public comment (go ahead and share with us)

Commentors have 2 minutes and 30 seconds to speak during today's session.

- Please honor the time allowed so we can hear as many voices that wish to speak up as possible. Thank you!
- As commentors speak, council members and guests will listen without response or interruption.




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Break (5 minutes)

Please take 5 minutes to rest your eyes and brain, use the bathroom, have water or a snack, or do anything else you need. Feel free to step away and turn off your camera. Please come back and turn your camera on at the noted time.



The Landlord and Builder Assessment

The Kelsey: thekelsey.org

Louisa Bukiet and members of the Steering Committee



Barriers to Housing for People with Intellectual and Developmental Disabilities (I/DD)

**Presentation of written report to the IDDEAS Advisory Council
by The Kelsey on July 30th, 2024**

The Kelsey

pioneering **disability-forward** housing solutions that open doors to **homes and opportunities for everyone**



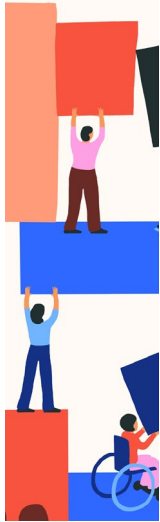


Thank yous

- IDDEAS program staff
- Our Steering Committee
 - Brian Be, Independent Consultant, Self Advocacy Coordinator at JFK Partners, and IDDEAS Advisory Council Co-Chair
 - Jenni Vester, Director of Residents at Skyline Property Management
 - Lauren Schevets, Managing Director of Development at Volker
 - Mackenzie Peterson, Denver Housing Authority
 - Tim Dolan, Principal at Dolan Community Advising, Consultant to the Inclusive Housing Coalition, and father to a young adult child with autism
- All the participants in our research collection
- Everyone who talked with us about their experiences, spread the word about this project, or encouraged others to reach out



What is I/DD and what does that Mean for Housing?



I/DD is a term that stands for **Intellectual and Developmental Disability** and encompasses a **range of different disabilities** that show up as differences in people's brains and the ways they interact with the world

In our research we used a broad definition of I/DD to encompass anyone who self-identified as having I/DD.

Many people with I/DD get supports and services in their home which are covered by Medicaid through the **HCBS (Home and Community Based Services)** Waiver system and are not required to live in an institutional setting to receive services.

This allows people to choose their home and services separately and change either one if it doesn't suit their needs.

However, without housing that is affordable, inclusive, and accessible, people with I/DD are not able to make that choice. They **must have access to an affordable home in order to access HCBS services.**

In 2021 IDDEAS contributed to a market report on the state of housing for people with I/DD



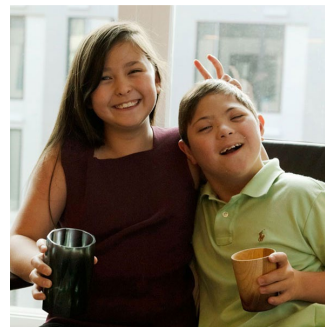
Scale

Estimated that between 2,035 and 7,788 adults in Denver County have I/DD.



High Cost of Housing

The high cost of housing in the Denver Metro area means people on government disability aid who can't work have few options.



Current Living

73% of Colorado residents with I/DD lived with and were supported by a family member.



Housing Needs

Those living with family members are considered housed and so don't get counted in surveys of affordable and accessible housing needs.

Barriers People with I/DD Face in Finding Housing

Barriers to housing.

Resident is housed but is isolated

Waitlist for services needed to move in

Property manager unsupportive in the income certification process

Affordable housing options not close to services or transportation

Available units don't fit access needs

Available units unaffordable on SSI/part-time work employment

Never learn about affordable housing options





Research Goals



Collect Data from Multiple Stakeholders

Match Data Collection Methods to Stakeholders

Collect and Amplify Underrepresented Voices

Representation of Residents with I/DD

Understand the Property Manager Perspective

Understand the Developer Perspective

Focus Groups with Residents with I/DD

Focus Group Research Methods

- Format chosen to provide for **multiple access needs**.
- 2 sessions, one virtual, one in person. Total of 9 attendees and 7 support people attended.
- **Active, personal outreach** inviting individuals to attend, with follow up.
- Attention was given to invite individuals with a **range of experiences and backgrounds**.
- Questions we asked were **open ended** and included different activities to provide more ways to answer and engage.
- Participants were compensated with a \$50 gift card for their time.





Focus Group Findings



Dependence on Support People

Family and service support is critical.

2/3 of participants attended with a support person.

Those with homes all found them with family or service support.

Those without support are voices we didn't get to hear.

Navigating Complex Systems

“It's like hunting for a needle in a haystack. Except the needle looks exactly like hay.”

Many participants were confused on the process of applying for housing. They didn't know who to ask for help or how to start working with the system.

Opportunities for Better Housing

More housing in safe, low crime neighborhoods, connected by transit, near parks and greenspaces.

Easier system to fill out applications at different places and clarity on the process.

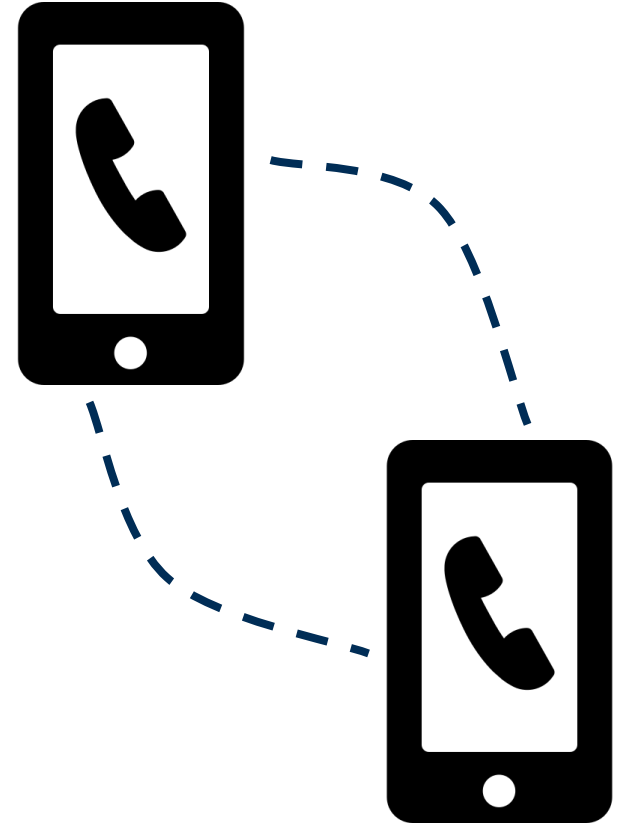
More accessible design in available homes.



Interviews with Property Managers

Property Manager Research Methods

- Property managers are the frontline connection between residents and their homes.
- One on one phone interviews for confidentiality.
- Interviewed 10 property managers from a range of types of projects, and at different levels in their organization, from a manager of a single property to a regional director.
- Interviews covered managers from public, private and non-profit organizations.
- Our interviewees were responsible in total for over 35,000 units.



Property Manager Findings



Complicated Leasing Process

“They get so much information at move-in.”

We heard a lot of feedback about the difficulty of navigating the lease and other compliance paperwork.

70% of property managers sit down to go over the lease with new residents in person.

Communication with Residents

“We’re all in the same business of helping people have a place to live.”

Managers want to communicate well with their residents, but didn’t know how to with I/DD residents.

70% of managers had an open-door policy for residents to stop in anytime.

Trainings and Working with the I/DD Population

Only 20% of our interviewees had training to work with the I/DD population, but many were interested.

Property management has a robust training system for fair housing laws so there is an opportunity to incorporate new trainings.



Houser & Developer Roundtable

Houser & Developer Research Methods

- Two hour long, in person roundtable meeting
- Questions were planned to foster **open dialogue** among industry experts
- **The 12 attendees came from private and non-profit development companies, public housing authorities, public agencies on both the state and city level, progressive architecture firms, and service organizations who have built small scale housing projects themselves to better serve their clients.**
- Encouraged stories from both successful and unsuccessful projects





Houser & Developer Findings



Funding

Being able to set aside units for the I/DD population is often at odds with the requirements of the main funding sources available.

Development funding sources for ongoing built-in residential services for people with I/DD don't exist.

Requests for dedicated pre-development funding, or dedicated I/DD housing vouchers.

Meeting Resident Needs

Matching people with I/DD to homes and services they need requires substantial resource navigation through affordable housing projects, vouchers, and waiver systems.

Requested more community engagement resources to learn and understand community needs.

Government Opportunities

“We need flexible resources that don't have to fit the CHFA boxes.”

Requested flexible government resources- such as a city sponsored, 2% revolving construction loan for housing people with I/DD or using government owned land.

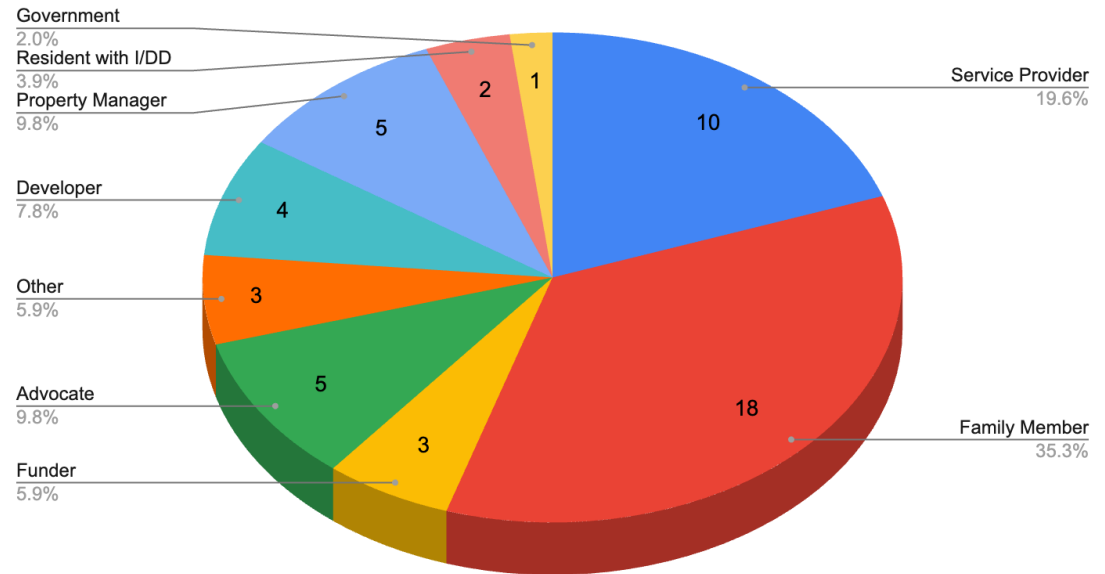
Suggested attaching a housing subsidy to I/DD specific HCBS waivers.

Survey for all Stakeholders

Survey Research Methods

- Survey was designed with three groups of stakeholders in mind:
 - residents with I/DD
 - professionals providing housing (developers, property managers, funders, etc.)
 - others with expertise working with or connections to the I/DD population (service providers, family members, advocates, etc.)
- Survey included multiple choice, likert scale, and open-ended questions for each group to encourage a range of ways to engage from participants.
- Survey was open for four weeks and collected 51 responses

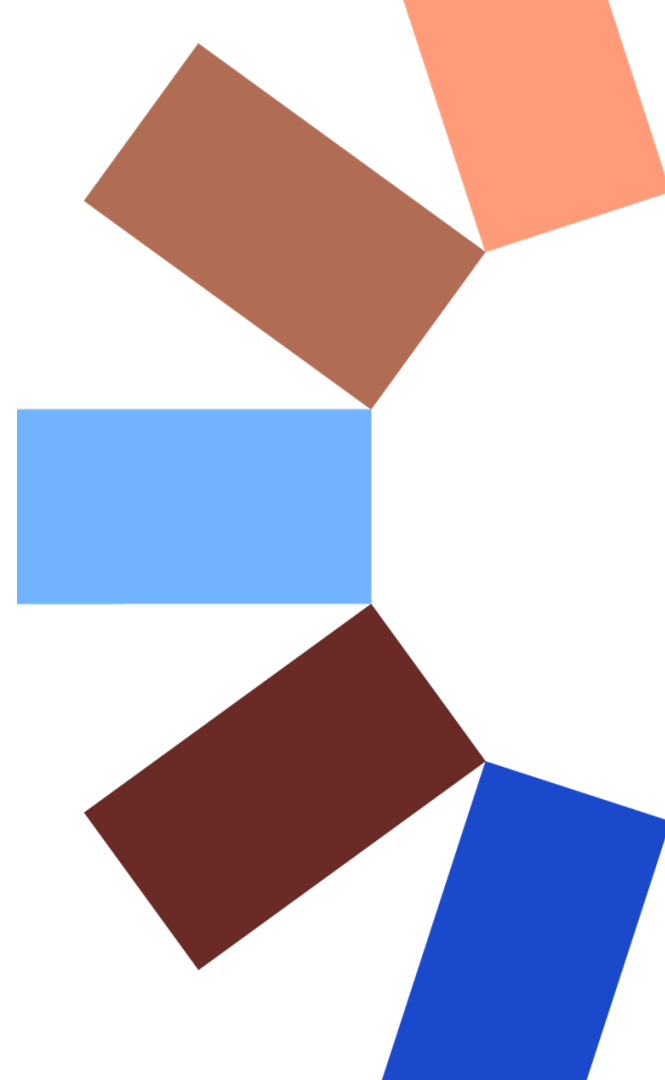
Survey Respondents





Survey Findings: Residents with I/DD

- We received only 2 (out of 51 total) responses from residents with I/DD themselves, which was disappointing. While we heard in depth information from our focus group participants with I/DD, **we hoped the survey would have collected more voices from people with disabilities**
- For future research we suggest putting significant resources into getting a survey like ours in front of more people in the I/DD community including:
 - Offering people the option to have the survey read to them one-on-one so they can respond verbally
 - Sending researchers out to day programs and support services organizations to work in person to administer the survey
- From the responses we received we heard that the **largest issues** were
 - the cost of housing
 - how far available housing was from their family
- All respondents reported they had **experienced discrimination** for being disabled when looking for housing

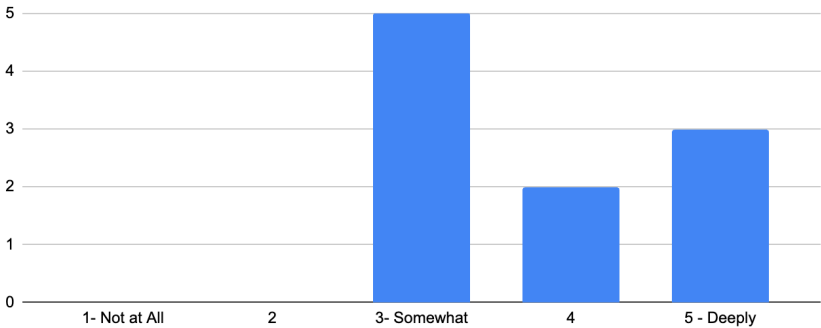


Survey Findings: Housing Providers

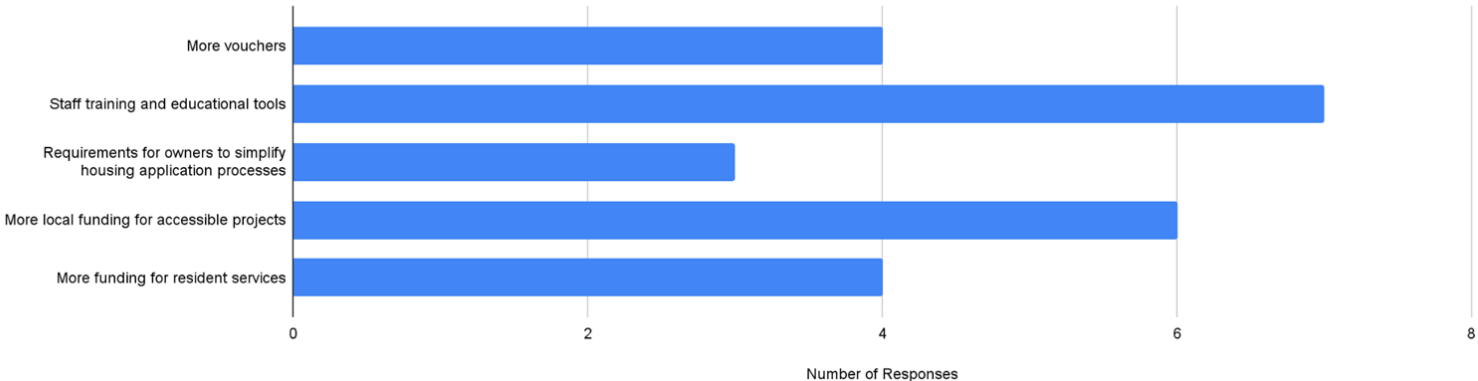
We received 10 (out of 51 total) responses from housing providers

Half have had training or professional learning opportunities to understand how to better provide housing for people with I/DD- this was a group who cared about the I/DD population.

How well do you Understand the Access Needs of People with I/DD?



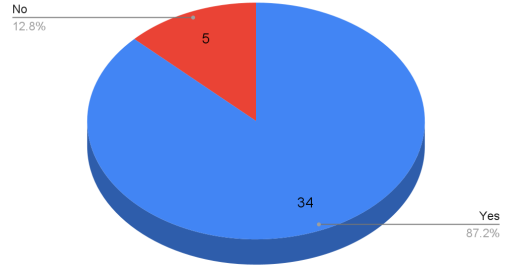
Housing Providers Top Requests to make Housing Easier for People with I/DD



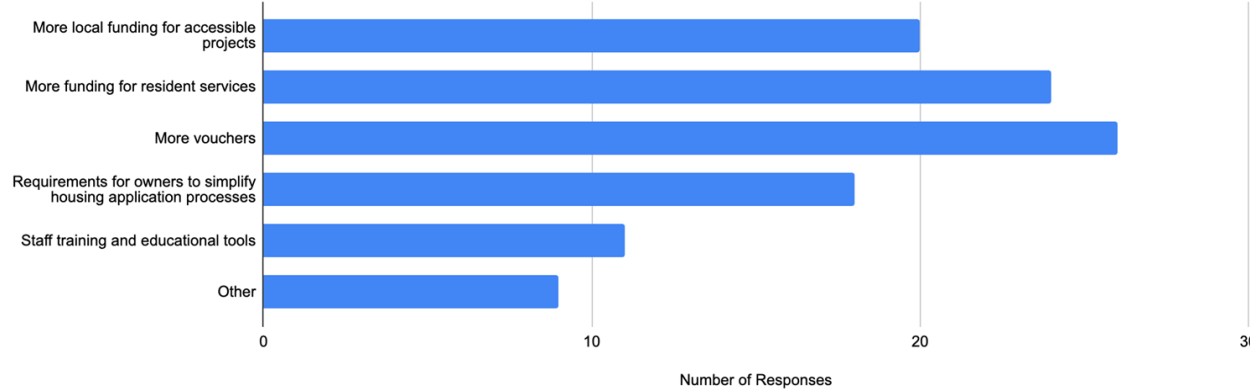
Survey Findings: Service Providers, Family Members, & Advocates

- We received 39 (out of 51 total) responses from this group, which were not otherwise covered by our research.
- 87% had witnessed discrimination against people with I/DD because of their disability
- Affordability as the top priority
- Existing systems don't work for people with I/DD
- Expressed frustration with complex
- Requests for more on-site supportive services in housing to help folks once they are housed.
- Requests for simpler resources and communications, especially on leasing documents.
- Frustration that there isn't a good system to connect people who need accessible units with the accessible units that exist.

Have you witnessed stigma or discrimination against people with I/DD because of their disability?



Care Giver and Advocates Top Requests to Make Housing Easier for People with I/DD





Recommendations



Recommendations

Recommendation 1: Increase Availability of Operating Subsidies to Support Service-Linked Projects

- Create an operating subsidy to pay for the operation cost of on-site services at housing serving people with I/DD
- Create Project Based Vouchers (PBVs) specifically for people with I/DD, which would help them pay rent and provide the landlord with income to cover services.

Recommendation 2: Local Funding Incentives and Enforcement

- Award developers an additional per-unit subsidy if they include accessible features tied to a set of accessible design standards
- Prioritize funding projects that include accessibility in their mission
- City can work with developers to provide guidance reminding owners of their obligation to build more accessible units, make reasonable accommodations, and accept vouchers.



Recommendations

Recommendation 3: Increase the Availability and Use of Vouchers to Support Integrated Housing

- Create a city-level tenant based voucher for people who use HCBS services to promote integrated settings where people with and without disabilities live in the same building).
- Increase the use of existing federal vouchers. These are resources that already exist but need the pro-active, disability-inclusive work of local governments to ensure they are used through forming partnerships with disability service providers, improving waitlist practices, identifying accessible units and other means.

Recommendation 4: Create Navigation Support for Residents Applying for Housing

- IDDEAS has already started this work in its partnership with Bayaud Enterprises. But many of the residents we talked to had not found those resources. There should be a focus on advertising the program so people can find it.
- Longer term, the city can create a single point of entry to apply for affordable housing. Currently One Home does this for residents experiencing homelessness, but it needs to be expanded to all affordable housing.

Recommendations

Recommendation 5: Educational support for property managers to understand and support people with I/DD in their communities

- Create a training program for property managers to teach them best practices for working with residents with I/DD.
- Property managers already have yearly required trainings, so this new program could easily be added into the mandatory training system.

Recommendation 6: Require the Use of Plain Language in Leasing Documents for projects that receive Local Funding for Affordable Housing

- Require projects using public funding to use plain language documents in their unit applications, explanation of leases, and other agreements and contracts.
- IDDEAS can provide guidance on plain language, example documents, and trainings on the importance of plain language use for owners and property managers.

Recommendations

Recommendation 7: Fund a I/DD Housing Pilot Project

- Put funding into an example project in Denver whose mission includes housing people with I/DD.
- Funding could include:
 - Land
 - In-kind waiving of city impact fees
 - Pre-development capital
- This community would
 - Meet immediate housing needs
 - Pilot many of the other recommendations
 - Serve as a demonstration project for future I/DD developments



Questions & Discussion

Thank you.



Advisory Council Q&A

Council members are invited to ask and discuss the assessment with Kelsey staff and members of the Steering Committee.



Council Adjournment

Council members are invited to move to adjourn and begin the open discussion. A reminder: Council members will be moved to attendees and should not conduct council business.